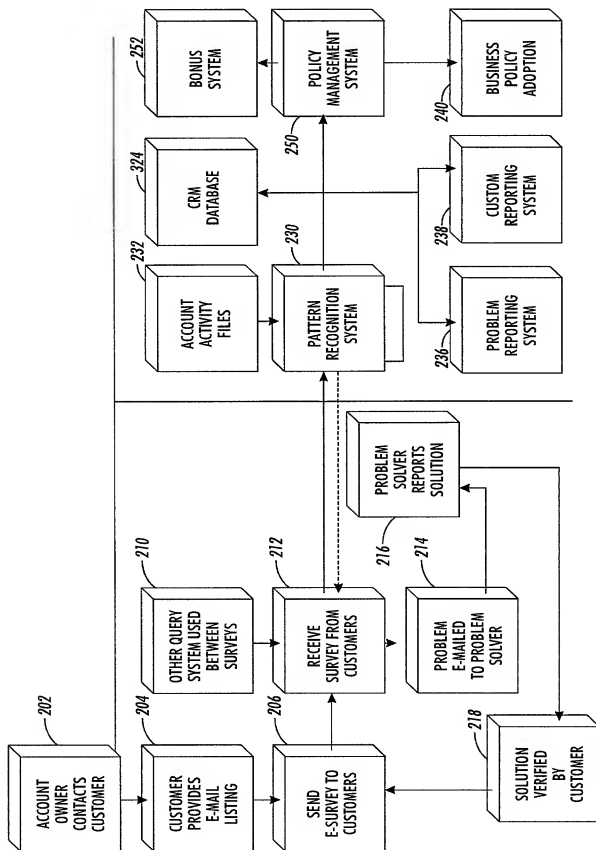


FIG. 1



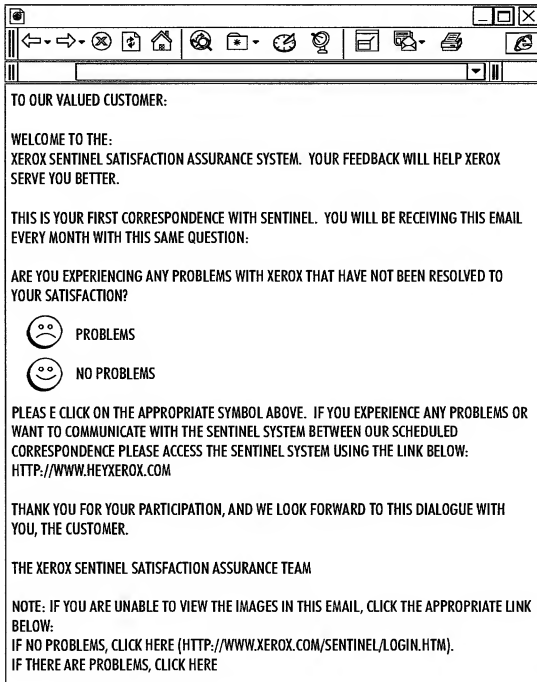


FIG. 3

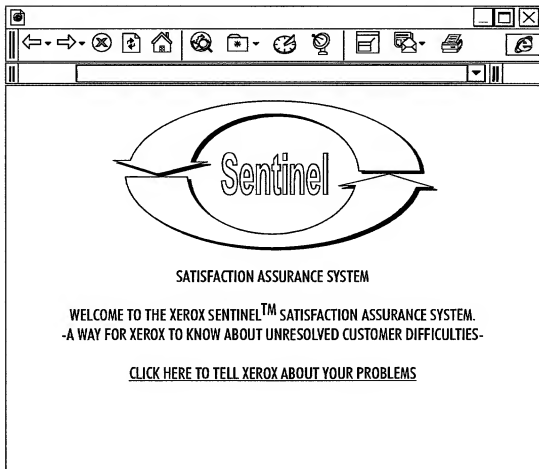


FIG. 4

The image shows a screenshot of a computer window titled 'Sentinel'. The window has a standard Mac OS-style title bar with minimize, maximize, and close buttons. Below the title bar is a toolbar with various icons for navigation and editing. The main content area features the 'Sentinel' logo, which is a stylized eye with the word 'Sentinel' inside. Below the logo, the text 'SATISFACTION ASSURANCE SYSTEM' is displayed. A section titled 'PLEASE FILL OUT THE FOLLOWING:' is followed by a horizontal line and two buttons: 'OK' and 'CANCEL'. Below this, there are several input fields for user information: 'FIRST NAME:', 'LAST NAME:', 'EMAIL:', 'XEROX ACCOUNT #:', 'TELEPHONE:', 'CITY/STATE:', and 'ZIPCODE:'. Each field is followed by a text input box. The 'CATEGORY:' field is followed by a dropdown menu showing 'QUESTION'. Below these fields, there is a line of text: 'PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.' This is followed by 'MAKE/MODEL:' and a text input box. Then 'SEVERITY:' is followed by a dropdown menu showing 'MEDIUM'. Finally, 'PLEASE DESCRIBE YOUR PROBLEM:' is followed by a large text area with a vertical scrollbar on the right side.

Sentinel

SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

OK CANCEL

FIRST NAME:

LAST NAME:

EMAIL:

XEROX ACCOUNT #:

TELEPHONE:

CITY/STATE:

ZIPCODE:

CATEGORY: QUESTION ▼

PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.

MAKE/MODEL:

SEVERITY: MEDIUM ▼

PLEASE DESCRIBE YOUR PROBLEM:

FIG. 5



7/11

WHO	DATE	SUBJECT
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	CALCIUM EVENT ADDED
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	SENTINEL NOTIFICATION
CALCIUM@BBS.XBRG.COM	02:51 PM 8/19/2001	CALCIUM EVENT MODIFIED

SUBJECT: SENTINEL NOTIFICATION

THE STATE OF 22 IS ASSIGNED
TICKETID:22
DATE: 21 AUG 2001 14:18:11.000
FIRST NAME: SALLY
LAST NAME: HOOVER
E-MAIL: SALLYHPR@EARTHLINK.NET
XEROX ACCOUNT #: 12345678WZXSWSXDERLWIOSDF
TELEPHONE: 310 555-8843
CITY/STATE: LA CA
ZIPCODE: 90040
SUMMARY: TEST
DESCRIPTION:
THIS IS A TEST PROBLEM

DESCRIPTION

SEVERITY: LOW
ASSIGNED TO: IBRC
ASSIGN DATE: 21 AUG 2001 14:18:11

FIG. 7

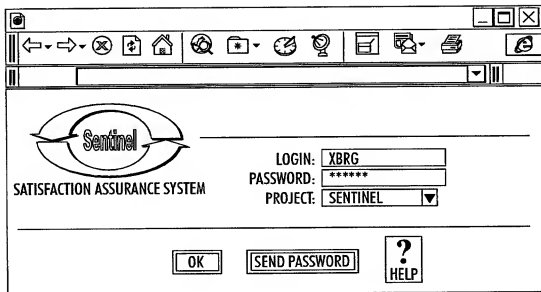


FIG. 8

9/11

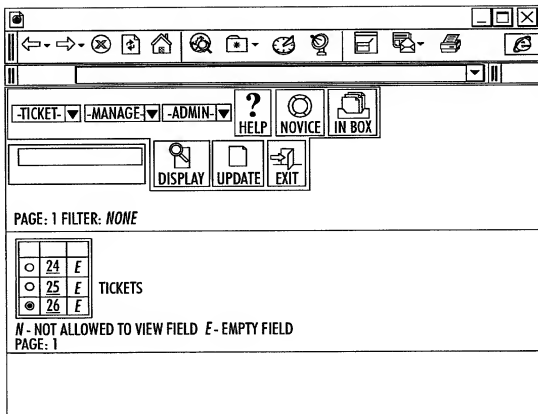


FIG. 9

FIG. 10

